

User Assistance and Outreach

NCCS USERS MEETING

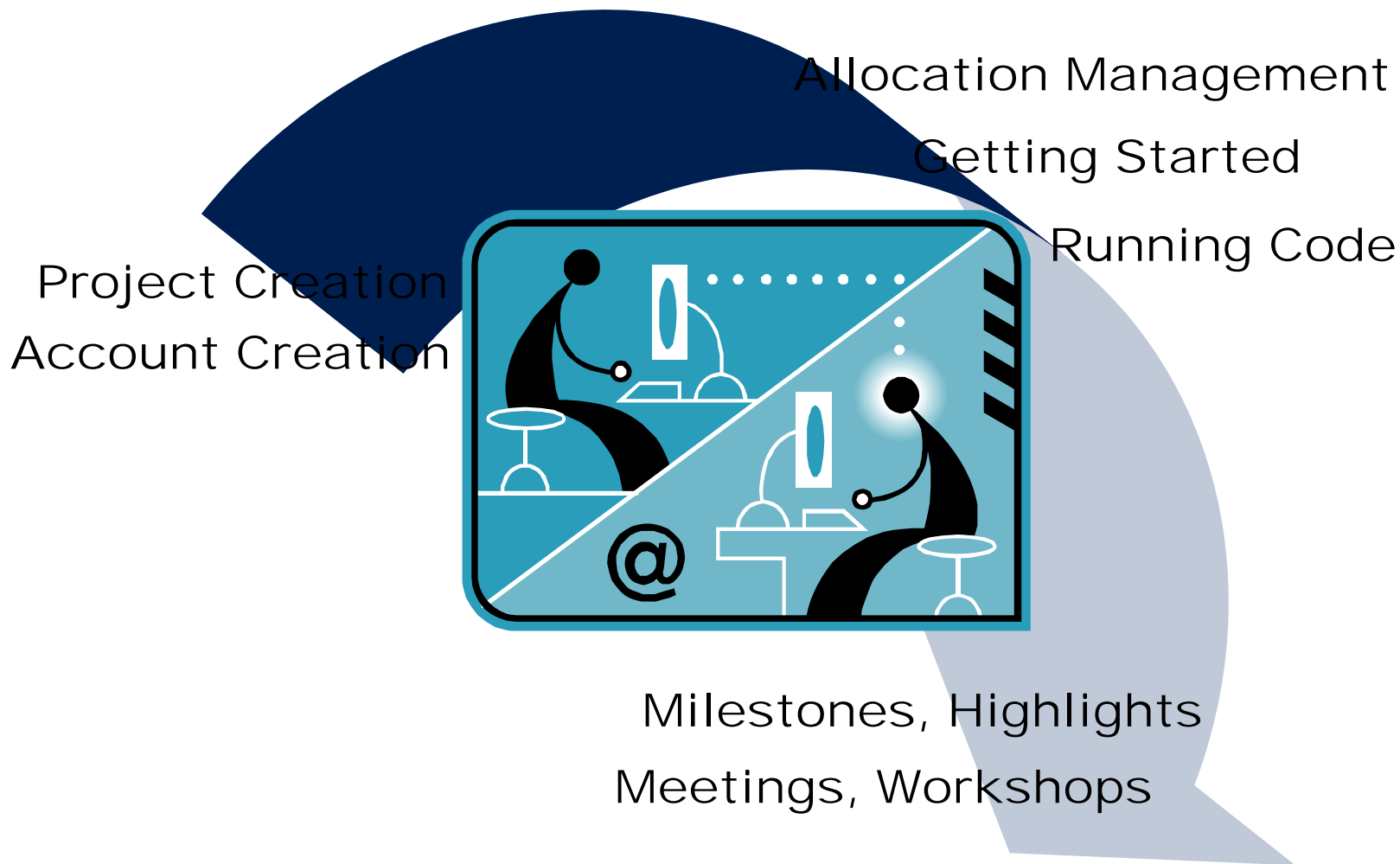


Julia White, Group Leader
3/27/07

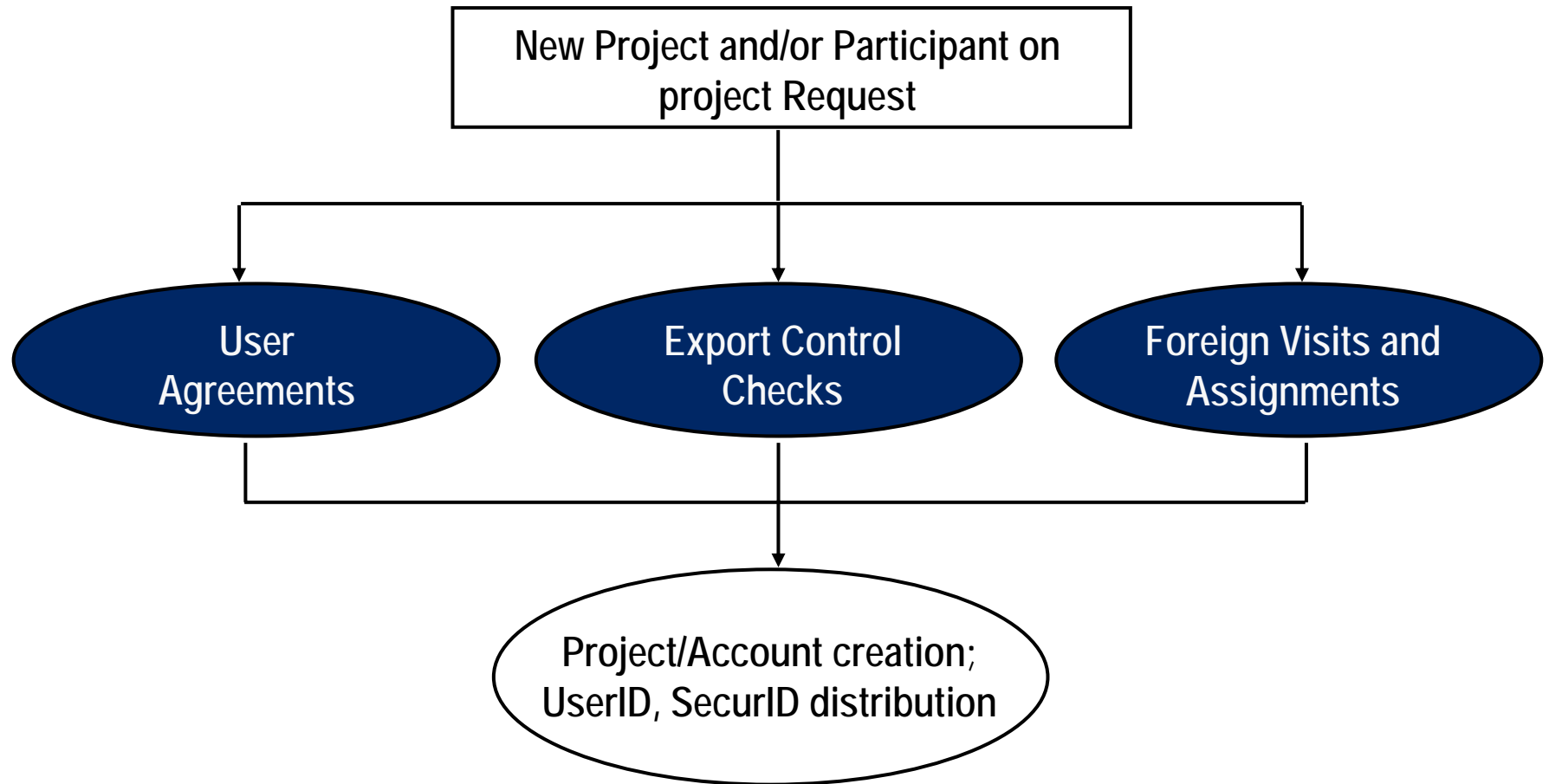
Mission

Generate user satisfaction and advocacy by delivering seamless access to NCCS resources, providing swift and effective front-line support, and showcasing NCCS research in strategic communication activities.

Range of Support

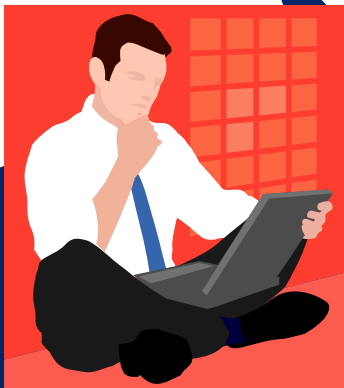


Access Requests



User Assistance Center

- **Accounts**
- **General system questions**
- **Batch queue assistance**
- **Documentation**
- **Scripts**
- **Compiling/Optimization/
General code help**
- **Software installation**



Triage for UA
help@nccs.gov

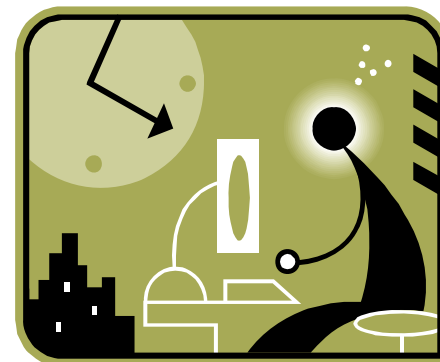


User Assistance Center

Phone response 24x7. User Assistance Center staffed 9-5 ET, Monday through Friday.

***Request Tracking* system enables us to assign user inquiries to staff for follow up and resolution.**

All email questions are triaged by User Assistance and assigned within one business hour.



Outreach Activities

- Annual meetings
- Tours of the facility
- Special publications
- Workshops



Broadcasting Research

- **Help us help you**
 - **Gather quarterly highlights and publications**
 - **Turn your work into the publicity that DOE needs to keep this program going**



Supercomputing Keys Fusion Research--A Conversation with Zhihong Lin

University of California, Irvine, physicist Zhihong Lin is at the forefront of fusion simulation, using Oak Ridge National Laboratory's "Jaguar" Cray XT3 system to simulate microturbulence in magnetically confined thermonuclear plasmas.

ORNL Provides Leadership Computing to 2007 INCITE Program

Oak Ridge National Laboratory's National Center for Computational Sciences (NCCS) is providing leadership computing to 29 projects in 2007 under the Department of Energy's Innovative and Novel Computational Impact on Theory and Experiment (INCITE) program.

Other Activities

- **Training and documentation**
- **Resource allocation tracking**
- **Allocation report generation**
- **User Survey**

User-Input Driven!

Related talks:

1:00 Tuesday – Bobby Whitten “Getting Started at the NCCS”

11:15 Wednesday – Bill Renaud “User Survey Results, Actions Taken”